

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 46563, dated October 27, 2021, for the Mississippi Department of Information Technology Services (ITS)

From: David C. Johnson

Date: November 22, 2021

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Alec Shedd

Contact Phone Number: 601-432-8162

Contact E-mail Address: Alec.Shedd@its.ms.gov

LOC Number 46563 is hereby amended as follows:

1. Section 3, Procurement Project Schedule is amended as follows:

Task	Date
Release of LOC	10/27/21
Deadline for Vendors' Written Questions	11/03/21 at 3:00 p.m. Central Time
Addendum with Vendors' Questions and Answers	11/12/21 <u>11/22/21</u>
Proposals Due	11/19/21 <u>12/02/21</u> at 3:00 p.m. Central Time
Begin Proposal Evaluations	11/19/21 <u>12/02/21</u>
Notification of Award	On or before 11/30/21 <u>12/15/21</u>
Begin Installation Preparations	12/01/21 <u>12/17/21</u>

2. Section 4, Statements of Understanding, Item 4.8 is amended as follows:

It is the State's intention that the hardware ~~and software~~ ship to the State Data Center at 3775 Eastwood Drive, Jackson, MS 39211 on or before ~~January 31~~ **February 28, 2022.**

3. Section 6, Installation, Item 6.1 is amended as follows:

Vendor must provide not-to-exceed cost for installation of equipment at the specified locations. Installation requirements are below. **Vendor will be responsible for picking up the equipment from the State Data Center and delivering the equipment to each specified location.** A list of agency sites and addresses is included in Attachment D, UPS Locations Map - **Revised.**

4. Section 6, Installation, Item 6.4 is amended as follows:

Vendor must be able to perform all installation services after ~~outside of normal~~ business hours (8 a.m. – 5 p.m. CST) and/or on weekends ~~if needed~~.

5. Section 6, Installation, Item 6.6 is amended as follows:

Vendor will be held responsible for any issues caused by the performance of installation services. **If the currently installed UPS needs to be shut down, ITS staff will shut down the equipment and swap the necessary connections. ITS will be responsible if the shut down equipment does not come back up. For those locations the vendor will still be responsible for the delivery of the new equipment, physical installation of the new UPS, return of the old equipment and assisting ITS with the setup as stated in Item 6.3.**

6. Section 6, Installation, Item 6.7.1.1 is hereby deleted.

~~6.7.1.1 Vendor must provide documentation substantiating authorization to provide installation.~~

7. Section 12, Delivery Instructions, Item 12.1 is amended as follows:

Vendor must deliver the response to Alec Shedd at ITS no later than ~~Friday, November 19~~ **Thursday, December 2**, 2021, at 3:00 P.M. (Central Time). Responses may be delivered by hand, via regular mail, overnight delivery, e-mail, or by fax. Fax number is (601) 713-6380. ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF PROPOSALS. It is solely the responsibility of the Vendor that proposals reach ITS on time. Vendors should contact Alec Shedd to verify the receipt of their proposals. Proposals received after the deadline will be rejected

8. Attachment A, Cost Information Form is hereby deleted and replaced by Attachment A, Cost Information Form - Revised.

9. Attachment D, UPS Locations Map is hereby deleted and replaced by Attachment D, UPS Locations Map – Revised.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: 6.6 Vendor will be held responsible for any issues caused by the performance of installation services. Will equipment need to be shutdown to move connections from the old UPS to the new UPS? If yes, who will be responsible for that?

Response: For most sites, equipment will not need to be shut down. Most equipment will have dual power supplies so it can be temporarily powered from a wall outlet and then be transitioned to the new UPS. Refer to Clarification Number 5 above.

Question 2: 6.7.1.1 If Vendor is installing, we must provide documentation substantiating authorization to provide installation – Not sure what is needed.

Response: **No documentation will be required. ITS will have staff onsite with the vendor. Refer to Clarification Number 6 above.**

Question 3: 6.2.7 Meeting with ITS and listed agencies to verify installation requirements – Will this be required while the engineer is onsite or will it be in the final project meeting?

Response: **ITS staff will work with vendor to coordinate any necessary site surveys and will be onsite with the vendor at the time of installation.**

Question 4: 6.3 Vendor must be prepared to assist ITS Staff in setting up installed UPS for network monitoring if necessary. Will this require connecting the network cable and giving an IP address or will this be more detailed? If so, please give specifics.

Response: **Setting up the UPS will require cabling up, assigning an IP address, and applying any security patches if the firmware on the device needs to be updated. ITS staff will also ensure that the new UPS is properly monitored in our Solarwinds Network Management Platform. ITS staff will perform this setup but may require assistance from the vendor.**

Question 5: Will ITS have equipment delivered to each location before installation or will engineer need to pick up at the State Data Center?

Response: **All equipment will be delivered to the State Data Center. Vendor will be responsible for picking up the new equipment and delivering it to the sites, as well as, returning the old UPS back to the State Data Center. Refer to Clarification Numbers 2 and 3 above.**

Question 6: Will any location require services to be done after 5pm? If so, which ones?

Response: **Yes, all sites will require after-hours service. Refer to Clarification Numbers 4 and 9.**

Question 7: Do we need to label any of the new UPSs?

Response: **No.**

Question 8: Are these going into racks? If so, will they have keys for racks if they are locked?

Response: **Yes, these are going into racks, and yes, we will have the keys for the racks.**

Question 9: If shutting down equipment, if they do it, are they also responsible if something doesn't come back up?

Response: **Refer to Clarification Number 5 above.**

Question 10: For the battery swaps, hopefully the equipment is all due domed and we can take each UPS and put it in bypass mode, which will reduce risk.

Response: ITS needs more information to understand and answer this question. ITS will work with the awarded vendor to provide the needed clarification.

Question 11: Will there be an electrician or building maintenance available if new UPS trips breakers?

Response: An electrician or building maintenance staff will not be readily available. If this occurs, ITS will need to contact building staff.

Question 12: Are these models networked with remote management? If so who is providing the patch cables? Are there specified switch ports to use for UPS network management?

Response: Yes. Patch cables are already on site because the current equipment is monitored. ITS staff will set up the connections during the installation. Monitoring takes place via SNMP using ITS's Solarwinds Network Management System.

Question 13: Will there be existing power outlets to connect all of these?

Response: Yes.

Question 14: Will any be required to be wire connected?

Response: No.

Question 15: In Section 4.8, the LOC states "It is the State's intention that the hardware and software ship to State Data Center at 3775 Eastwood Drive, Jackson, MS 39211 on or before January 31, 2022." Can you confirm you would like everything shipped to this central location? If yes, will you have everything sent to the agency sites?

Response: All equipment will be delivered to the State Data Center. Vendor will be responsible for picking up the new equipment and delivering it to the site, as well as, returning the old UPS back to the State Data Center. Refer to Clarification Numbers 2, 3, and 5.

Question 16: From the standpoint of training, is the expectation to teach the local employees in each location how to operate the UPS locally? Or, is the expectation to teach an IT department resource how to manage the central software that supports the UPS units?

Response: Neither, ITS is not requesting training.

Question 17: Do you have access to an electrical contractor to provide inputs if needed?

Response: An electrical contractor will not be readily available. New equipment was chosen to be compatible with the existing site inputs in mind.

Question 18: On returning the replaced UPSs, is this remote or same location?

Response: Vendor will be responsible for returning the old UPS back to the State Data Center. Refer to Item 6.2.8 in the LOC.

LOC responses are due Thursday, December 2, 2021, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Alec Shedd at 601-432-8162 or via email at Alec.Shedd@its.ms.gov.

cc: ITS Project File Number 46563